



P.O. Box 942709
Sacramento, CA 94229-2709
(888) CalPERS (225 – 7377)
Telecommunications Device for the Deaf
No Voice (916) 326-3240
www.calpers.ca.gov

Date: August 22, 2003
Reference No.:
Circular Letter No.: 200-112-03
Distribution: IV, V, VI, X, XII, XVI

Special:

Circular Letter

TO: ALL CONTRACTING EMPLOYERS

SUBJECT: NEW EMPLOYER CONTACT CENTER AND TOLL-FREE NUMBER

California Public Employees' Retirement System (CalPERS) is very pleased to announce improved service to contracting CalPERS' employers with the implementation of a new Employer Contact Center and a new consolidated toll-free customer service telephone number for inquiries from CalPERS' employers and CalPERS' members.

Most CalPERS' employer assistance services are now centralized and consolidated into the new Employer Contact Center, which will handle both written and telephone customer service inquiries. From now on, employers can call one toll-free number for all CalPERS' business. Specially trained customer service agents will be there to answer your questions or assist you with your CalPERS' business transaction. If an issue is particularly complex or technical, the call will be assigned to expert staff for assistance.

Every effort will be made to assist the caller during the initial call--no more leaving messages for a specific CalPERS' employee or multiple employees for different types of assistance. This will result in simpler, faster, and better customer service for CalPERS' employers.

The new toll-free customer service number is (888) CalPERS (225-7377).

This is the same number that employers previously used for the CalPERS' Automated Communication Exchange System for employee transactions, commonly referred to as ACES. Your employees, CalPERS' members, can call the same toll-free number for assistance with their retirement or health benefits. Employer calls will be automatically routed to the Employer Contact Center while member calls will be routed to the CalPERS' Customer Contact Center. To ease the transition, calls to previous CalPERS' employer or member contact numbers will be automatically routed to the new customer service number for approximately 12 months.

Upon calling the new consolidated (888) CalPERS' number, callers will be greeted by the "interactive voice response" (IVR) system. The system will then ask for members and employers to identify themselves to assist in routing to the appropriate contact centers. Employers will be asked for their CalPERS' employer code and members will be asked for their Social Security number. By providing this information, the IVR system will automatically populate (capture) unique employer/member information and after choosing a subject area on the main menu, the caller will be automatically routed to a customer services representative. In order to maneuver through the IVR effectively, the following are some quick tips to assist you:

- Speak clearly

- Avoid noisy environments and speaker phones
- Know your Employer Code
- Answer only the questions the system asks you

Attached to this letter is a copy of the IVR call flow for your convenience.

The Employer Contact Center takes calls Monday through Friday, except holidays, from 7:30 a.m. to 5 p.m. The Customer Contact Center for members takes calls Monday through Friday, except holidays, from 7 a.m. to 5:30 p.m. The Regional Offices are available for walk-ins from 8:00 a.m. to 5:00 p.m.

Other customer service enhancements include a new Correspondence Unit within the CalPERS' Customer Contact Center for responding to written inquiries, both letters and e-mails, from members who need assistance with their benefits. Letters and e-mails that used to go to various program staff in the Member Services, Benefit Services, and Health Benefit Services divisions will now be handled by trained staff in the Correspondence Unit.

CalPERS has also launched a new computerized system called "Workflow" for tracking customer service inquiries. The system creates a computerized case record of all customer service calls, correspondence, and e-mails along with details such as who made the inquiry, when, the agent who serviced the inquiry, and what information was provided to assist the person making the inquiry. The new tracking system will result in much faster and more efficient customer service.

And remember, "our number is our name" for contacting CalPERS--one toll-free number for immediate customer service--for both CalPERS' members and employers. Just call (888) CalPERS (225-7377). We are here to help.



Kenneth W. Marzion, Chief
Actuarial and Employer Services Division

Attachment